



**MONTANA STATE HOSPITAL  
MENTAL HEALTH CENTER  
POLICY AND PROCEDURE**

**EMERGENCY CONTACTS**

**Effective Date:** January 10, 2003

**Policy #:** TCU-02

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- I. PURPOSE:** To ensure the appropriate notification in cases of emergency.
- II. POLICY:** In the event of an emergency situation, TCU staff will first request assistance from on duty staff as needed to provide for immediate safety of patients; and then notify appropriate administrative staff.
- III. DEFINITIONS:** None
- IV. RESPONSIBILITIES:**
  - A. T.C.U. Staff: will request emergency response by dialing #7440 for fire or other emergencies to include patient intervention, medical emergency, or unauthorized leave. The Front Desk (from 6 a.m. to 12:00 midnight) or E Wing staff (from 12:00 midnight to 6 a.m.) will notify appropriate personnel of emergency situations and activate the Public Address System when necessary. Personal pagers will also be carried by TCU staff at all times and may be utilized to summon immediate assistance.
  - B. Emergency Responders: will follow appropriate protocol in addressing identified emergencies.
  - C. Nurse Manager, House Supervisor, or Unit Nurse: will provide administrative support, clinical supervision; and  
  
will notify the Team Leader, Director of Nursing, Medical Director, and Hospital Administrator.
  - D. Team Leader and Nurse Manager: To review processes and continuously seek improvement.
- V. PROCEDURES:**
  - A. TCU staff will request assistance in emergency situations by calling #7440 or activating the personal pager system. The team leader, nurse manager, and/or house supervisor will be notified as soon as possible and apprised of the situation.
- VI. REFERENCES:** Administrative Rules of Montana for Mental Health Center: Emergency Procedures 37.106.1927
- VII. COLLABORATED WITH:** Director of Nursing Services, Safety Officer, Team Leaders, and

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**VIII. RESCISSIONS:** Policy #TCU-02-99-R, Emergency Contacts dated February 25, 2000; H.O.P.P. #TCU-02-99-N, Emergency Contacts dated June 15, 1999.

**IX. DISTRIBUTION:** TCU Policy and Procedure Manuals

**X. REVIEW AND REISSUE DATE:** January 2006

**XI. FOLLOW-UP RESPONSIBILITY:** RN Supervisors of the Montana State Hospital Mental Health Center.

**XII. ATTACHMENTS:** None

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Ed Amberg Date  
Hospital Administrator

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Thomas Gray, MD Date  
Medical Director